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CAD Bulletin No. 2009-03-B

TO: Water Utilities

FROM: Derek D. Davidson, Director, Consumer Assistance Division (CAD)

DATE: June 17, 2009

SUBJECT: State Closure Days

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Public Law 2009, Chapter 213, Section SSS requires all executive branch state departments, agencies, and offices, including the Public Utilities Commission, to be closed for 10 days in fiscal year 2009-2010 and 10 days in fiscal year 2010-2011. The dates identified for these closures are as follows:

FY 2009-2010

Monday, July 6, 2009

Friday, August 7, 2009

Friday, September 4, 2009

Friday, October 9, 2009

Thursday, December 24, 2009

Friday, January 15, 2010

Tuesday, February 16, 2010

Friday, March 12, 2010

Tuesday, April 20, 2010

Friday, May 28, 2010

FY 2010-2011

Friday, July 2, 2010

Friday, August 6, 2010

Friday, September 3, 2010

Friday, October 8, 2010

Thursday, December 23, 2010

Friday, January 14, 2011

Tuesday, February 22, 2011

Friday, March 18, 2011

Tuesday, April 19, 2011

Friday, May 27, 2011



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Chapter 810, § 9(E) states that the disconnection date (or due date) stated in a disconnection notice must not be a Friday, weekend, legal holiday, the day before a legal holiday or a day when the utility's office is not open for public business. The term "legal holiday" is defined in 4 M.R.S.A. § 1051. Section 10(A) of Chapter 810 prohibits the actual disconnection of customers on these same days. The legal holidays listed in 4 M.R.S.A., § 1051 do not include these additional state closure days. Section 13(C) of Chapter 810 requires a utility to inform applicants or customers of their right to file a complaint with the CAD and of the toll-free telephone number of the CAD. If the complaint concerns a pending disconnection of service, the utility must allow the customer two business days to file a complaint before disconnecting service. Because the Commission and the CAD will not be open for business on the closure days listed above, we expect utilities will allow customers two days during which the Commission is open to file a complaint before disconnecting utility services.

The purpose of the disconnection prohibitions in Chapter 810 are to ensure that customers are able to contact the utility to negotiate terms of retaining and/or reconnecting service and to contact the CAD for assistance with these issues if necessary. The State closure days affect a customer's ability to contact the CAD for assistance.

The purpose of this bulletin is to notify utility staff of the closure days and to request that utilities voluntarily refrain from disconnecting customers on the state closure days. The Commission appreciates your cooperation. Any utility that plans to disconnect customers on the closure days must notify the Commission of such plans by July 1, 2009.

DD/kp